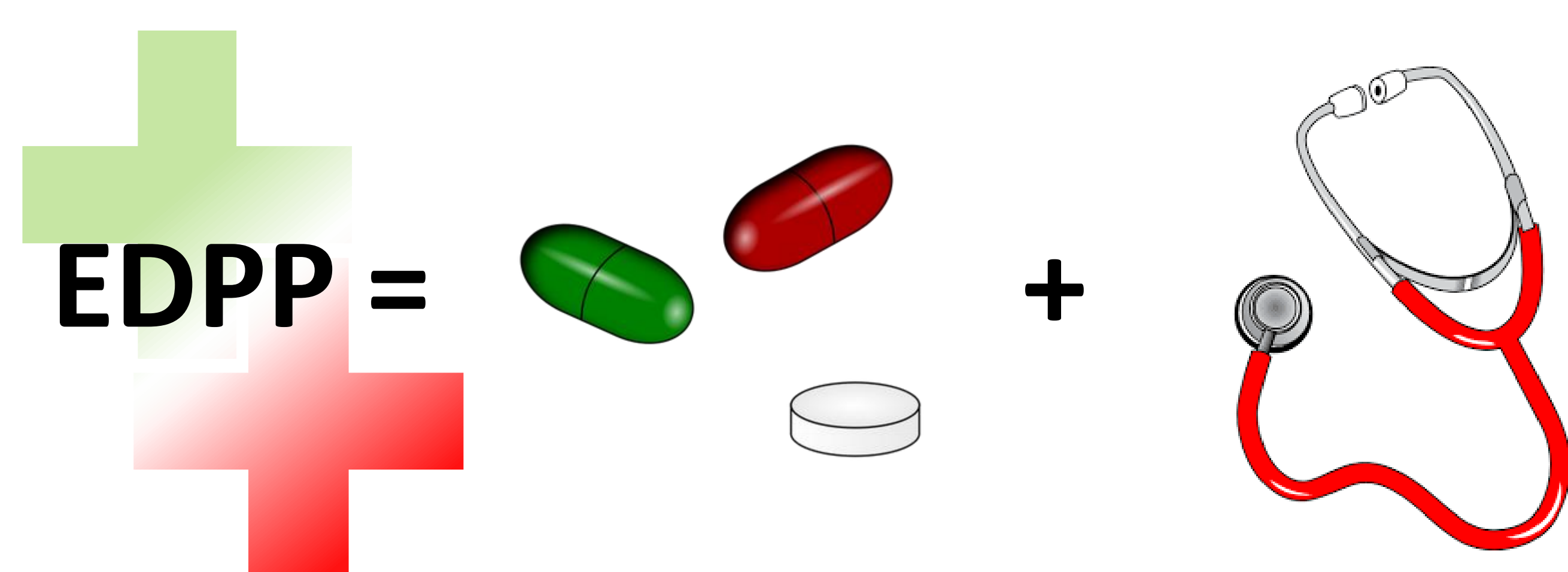


Development of an Emergency Department Pharmacist Practitioner service specification

Background/objective

Emergency Department Pharmacist Practitioners (EDPPs) undertake both 'traditional' clinical pharmacy work and 'practitioner' work e.g. perform clinical examinations



Objective: to develop an EDPP service specification, primarily to support providers with delivery of high quality services

Methods

Question: What are professional and patient expectations of a high quality EDPP service?

Six quality of care **domains** guided data collection/analysis



Results

1 EDPPs: 26/35 themes achieved consensus

- Themes *included* generally concerned specific activities to be performed such as 'inform patient e.g. counselling'
- Themes *excluded* were often deemed to be beyond the control of the EDPP e.g. 'patient choice of practitioner'

2 Patients: opinions developed criteria (Category=Cat, Criteria=C)

- Cat 1a, C1:** Work within your competence
- Cat 4a, C2:** Time

Patient 5: "[previously] I've needed to see a surgeon very quickly and a pharmacist wouldn't at all be appropriate, but for minor situations, it's a really good idea"

Patient 1: "it's nice to have that [a pharmacist] in the hospital as well [as community]... they have more time to be involved with you directly".

- Cat 1d, C3:** Approach to treatment

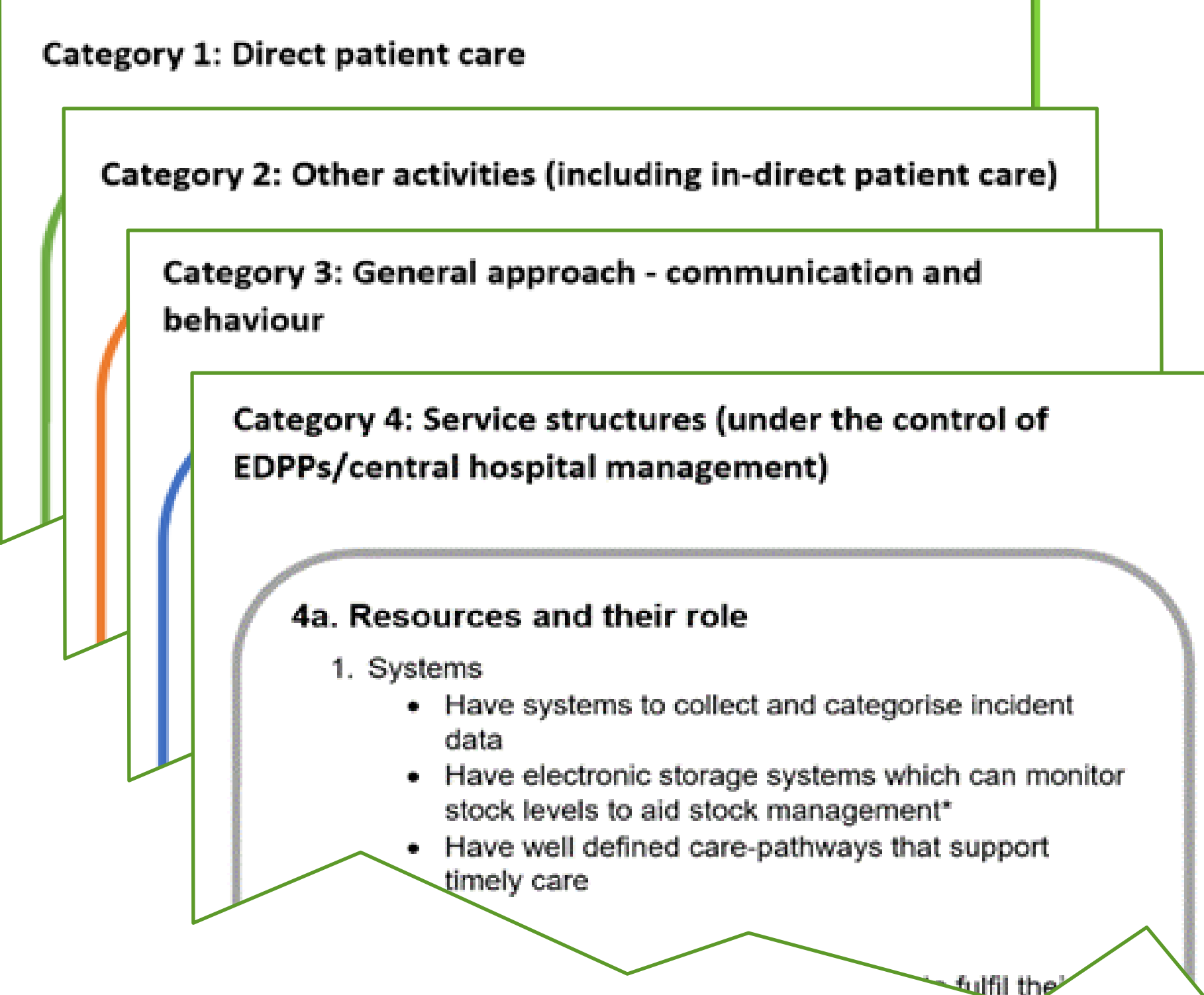
Patient 2: "she [EDPP] analysed my... medication she was very thorough in terms of getting me to understand what I was taking, and why [it] was going wrong".

3 Multi-disciplinary panel: recommendations to restructure/modify either accepted/not accepted

- ✓ **Cat 1a:** 'Approach to clinical activities' was created to collate underpinning care principles
- ✗ **Cat 1b, C1:** 'Learning about a patient's history' was thought "too basic", but its exclusion would suggest this activity is not expected of EDPPs

4 categories of, in order: 29, 10, 10, 3 criteria

Scan me for specification:



Key features

- ❖ Optional criteria
- ❖ For any EDPP
- ❖ Patient input

Conclusions

- An **EDPP service specification** has been successfully produced and is the product of patient and multidisciplinary input
- Minimum expected processes, structures & behaviours are included, which could **support development of services**
- Patients** welcomed the addition of an EDPP to the healthcare team, particularly due to their pharmaceutical expertise, but had reservations about pharmacists managing the most complex patients e.g. those with severe trauma
- Future research** should first evaluate whether the specification can support provision of high quality EDPP services, and then evaluate the quality of EDPP services actually delivered compared with the specification